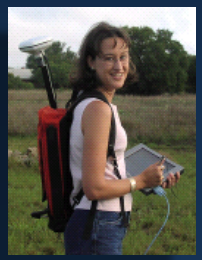


OVERVIEW: INITIATIVES & STRATEGIES

Foundation Training 2012

https://nrcs.sc.egov.usda.gov/spa/streamline

BACKGROUND

- Concerns over the clerical burden on the FO technical staff from the expanded FA roles.
- Reduced time in field with customers (20-40%?).
- IT tools complex, time consuming, not integrated.
- Stove-piped processes, policies, data and tools.
- Potential loss of technical expertise.

https://nrcs.sc.egov.usda.gov/spa/streamline

PURPOSE AND OBJECTIVES:

1. *Simplify Conservation Delivery – Easier for customers and employees.*
2. *Streamline Business Processes – Increased efficiency and integrated across business lines.*
3. *Ensure Science-based Assistance - Continued delivery of technically-sound products and services.*

https://nrcs.sc.egov.usda.gov/spa/streamline

PURPOSE AND OBJECTIVES

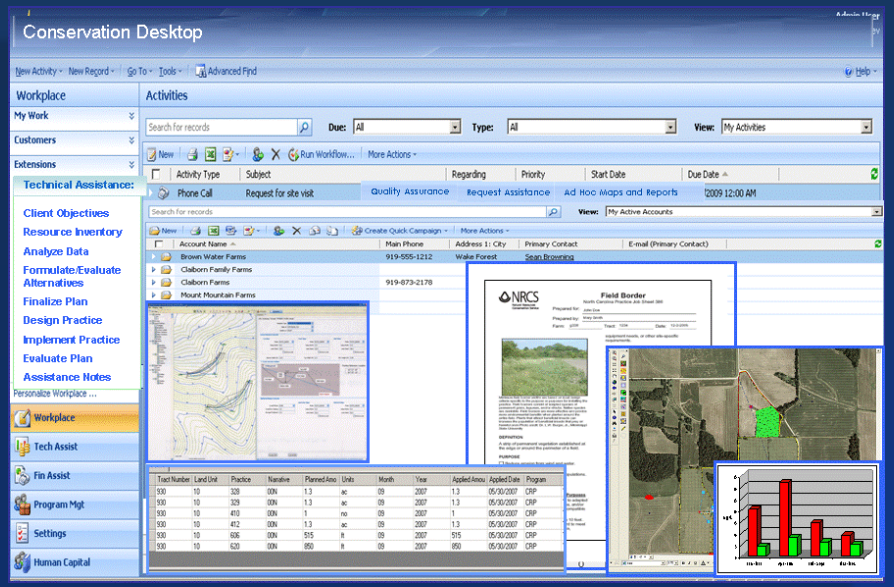
- Examples of success criteria:

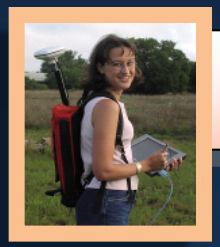
- ✓ Field staff will spend as much as 75% of their time in the field.
- ✓ Over 80% of FA clerical time eliminated, automated, or reassigned.
- ✓ Tools guide employees through conservation assistance steps.
- ✓ Tools and data are accessible to staff when and where needed.
- ✓ The "admin" time from application to funding is 2 weeks or less.
- ✓ Resource concerns document all TA service and FA obligations.
- ✓ FA business processes are standardized nationwide.

INITIATIVE 2. Prioritize and deploy information technology that effectively supports and aligns with the delivery of conservation assistance.

Strategy 2.1 Integrate Geospatial data and services into NRCS' business processes, IT systems and tools.

Strategy 2.2 Implement Conservation Desktop to serve as a single portal for staff to manage workflow and access data and tools.





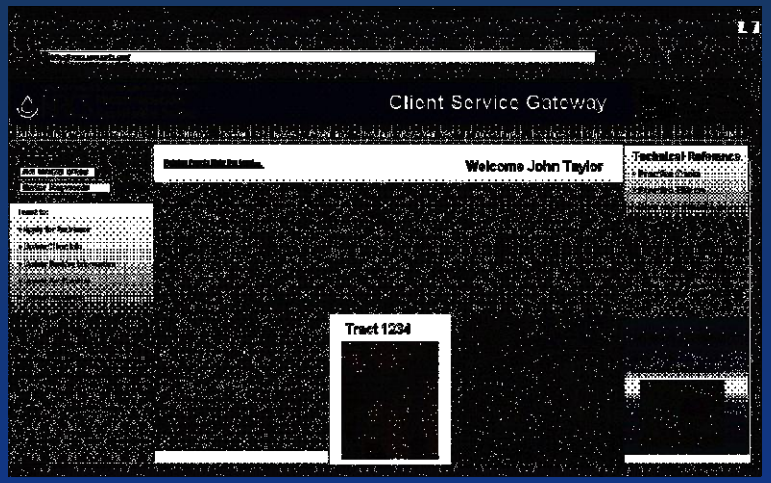
INITIATIVE 2 - Continued

Strategy 2.3
Institutionalize the use of mobile computing to conduct resource inventory, analysis, and decision support steps of planning, and other selected field-based processes.

INITIATIVE 5. Establish tools and processes for interacting with clients that are resource-centric, enhance customer service, and increase efficiency.

Strategy 5.1 Implement Client Service Gateway that utilizes a variety of technologies and approaches ton interact with clients.

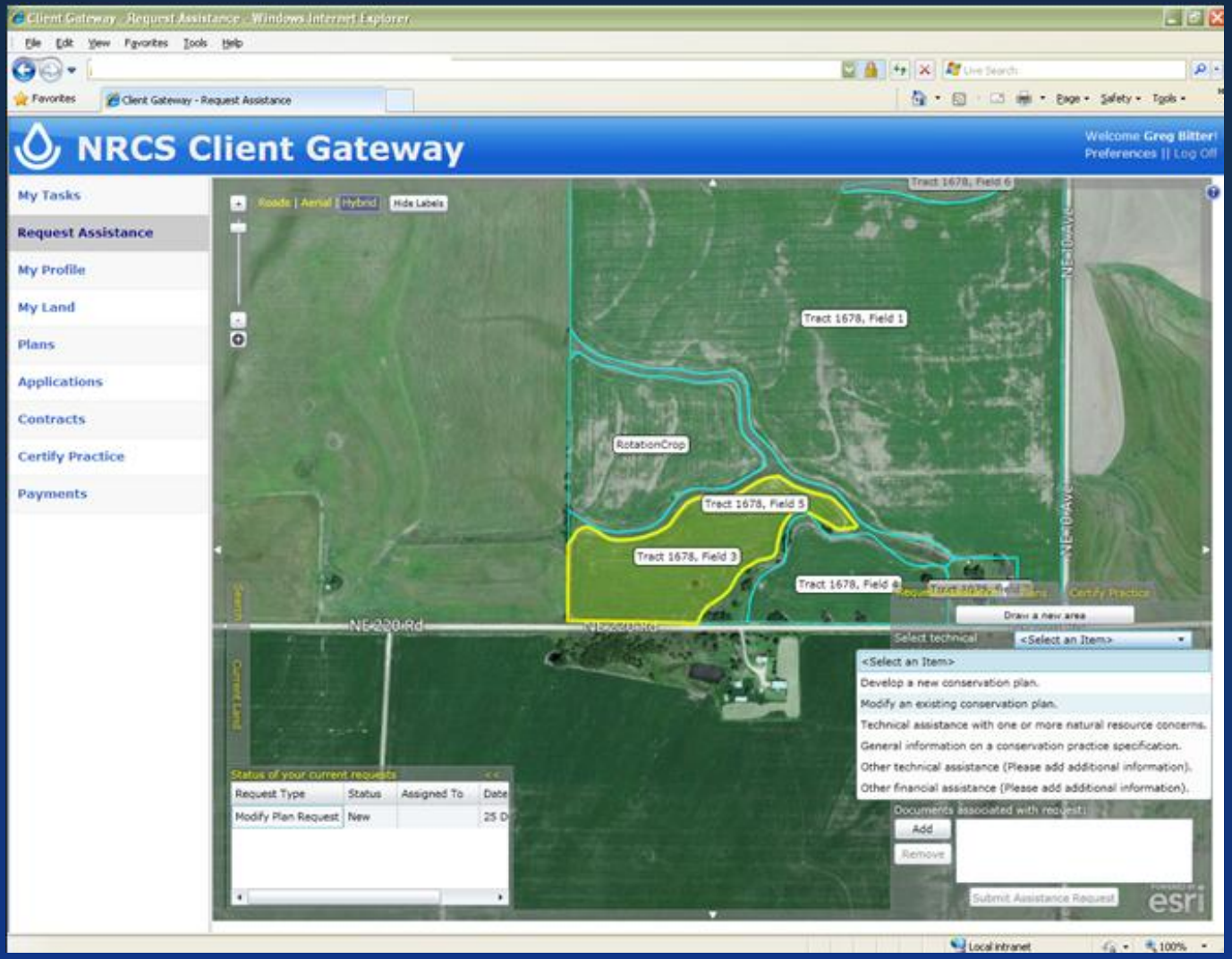
Strategy 5.2 Redesign Conservation Assistance products to effectively communicate critical information.



Client Gateway (CG)

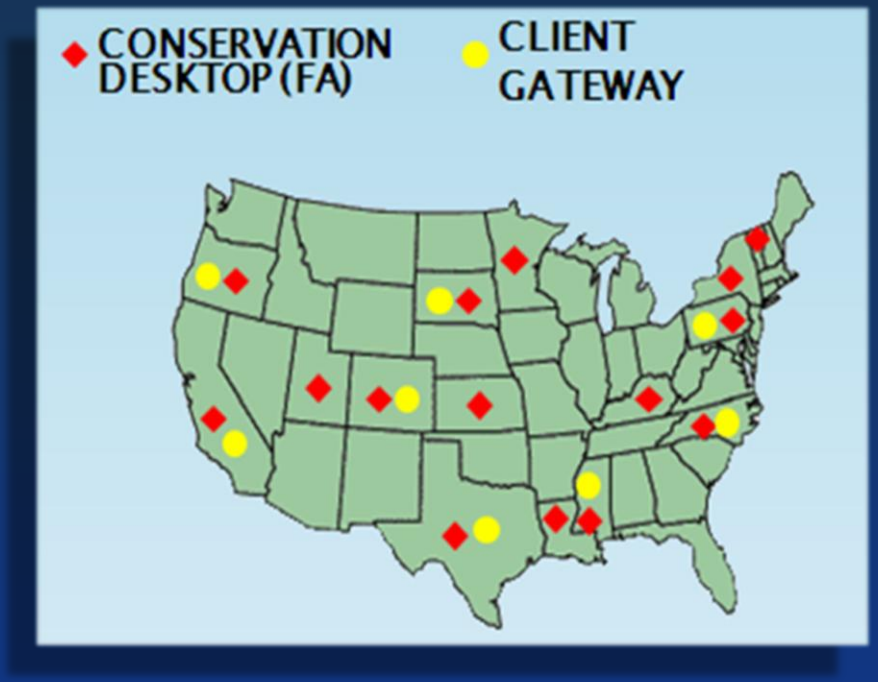
- Customer self-service 24/7 for key tasks
- CG will allow clients to: apply for TA or FA assistance, start eligibility checks, identify problems, view plans/contracts, request changes to documents, sign documents, check on payments, more …
- One-stop access for technical and programs info.
- Automated workflow to NRCS staff
- Download plans for sharing with consultants/TSPs
- Final design 2012; development in 2013; release in early 2014

Client Gateway (CG)

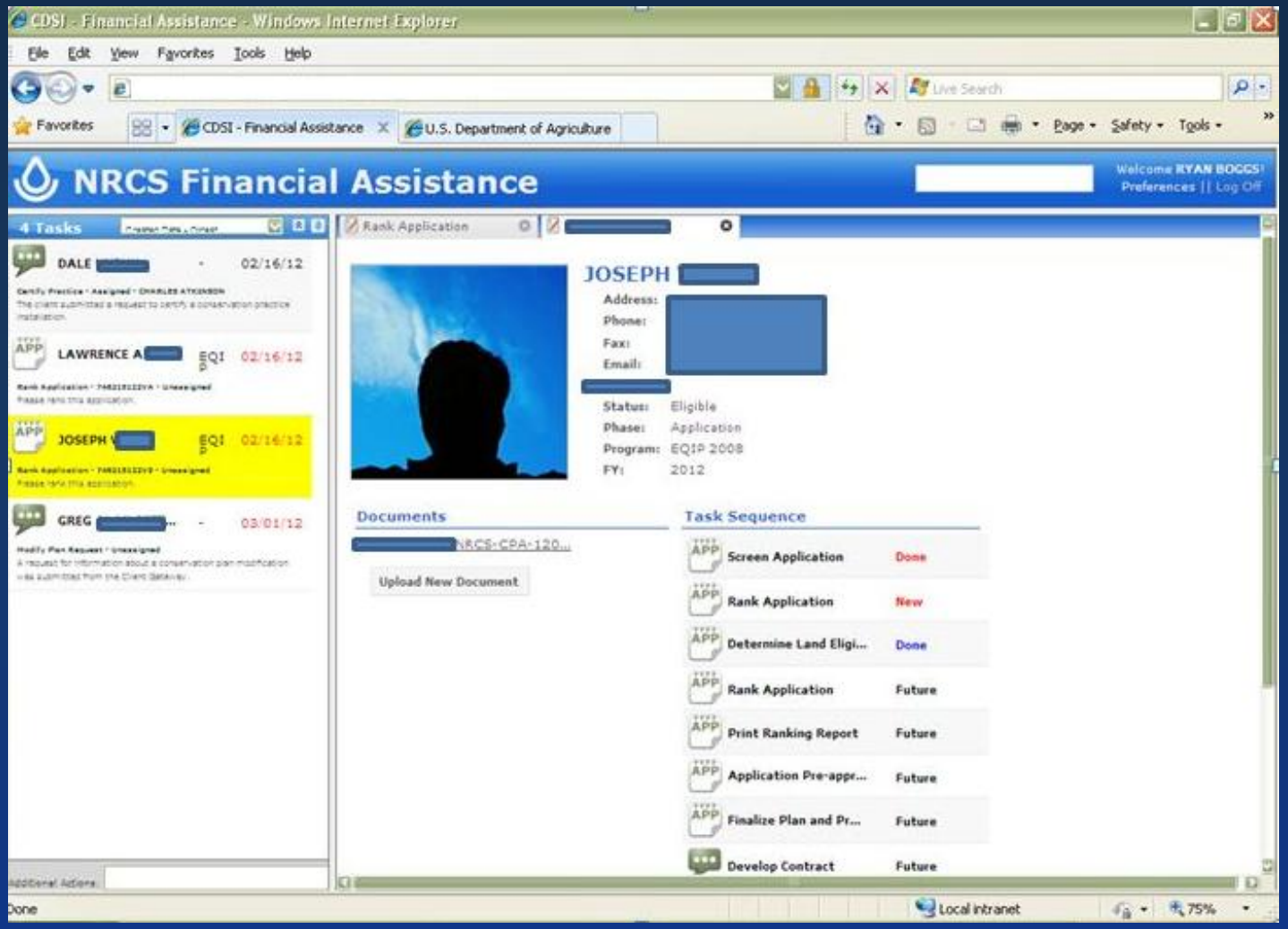


CDSI Pilots in 2012

- Conservation Desktop (FA Support)
- Client Gateway (CG)
- NCP Data Migration



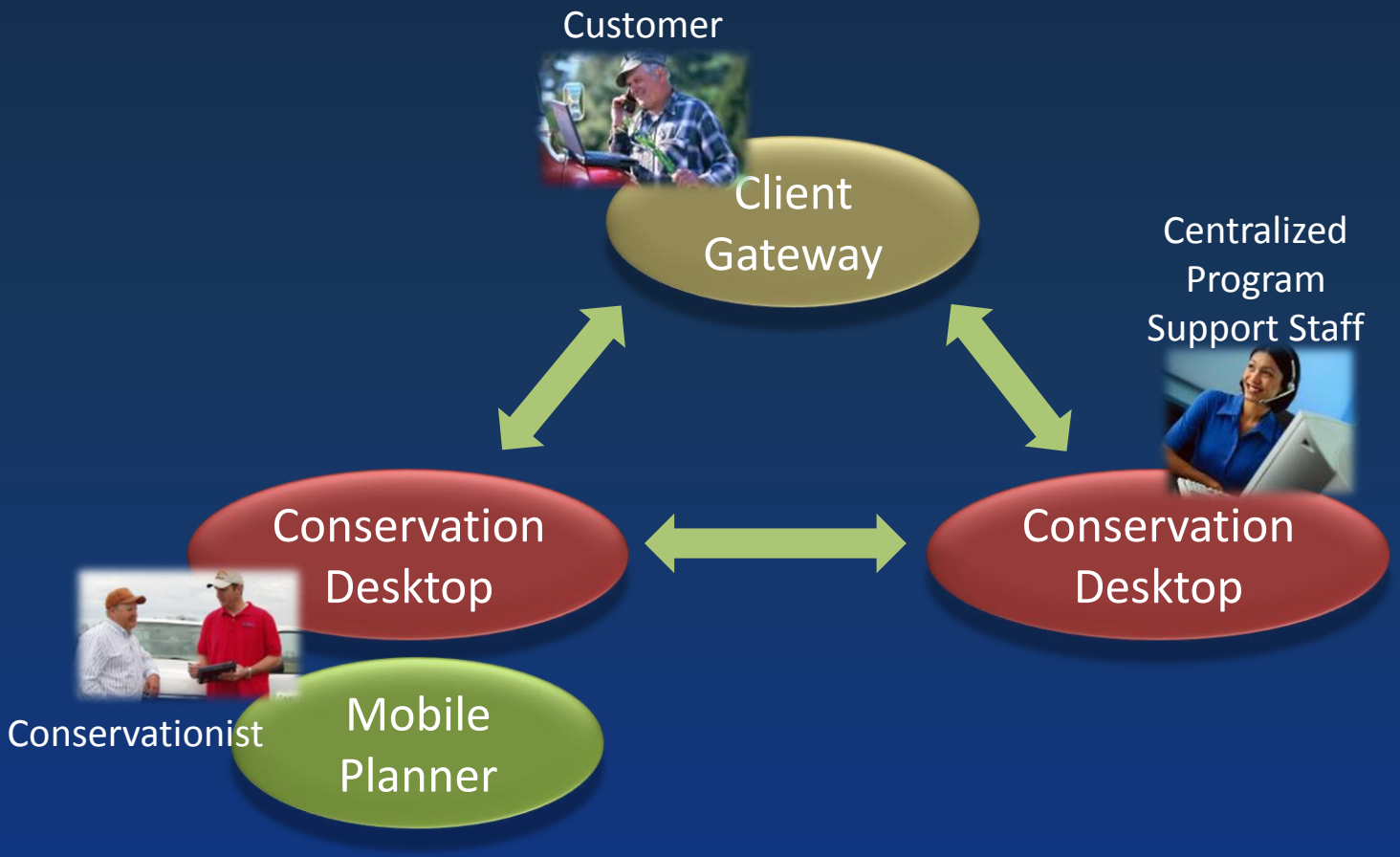
Conservation Desktop (FA Support)



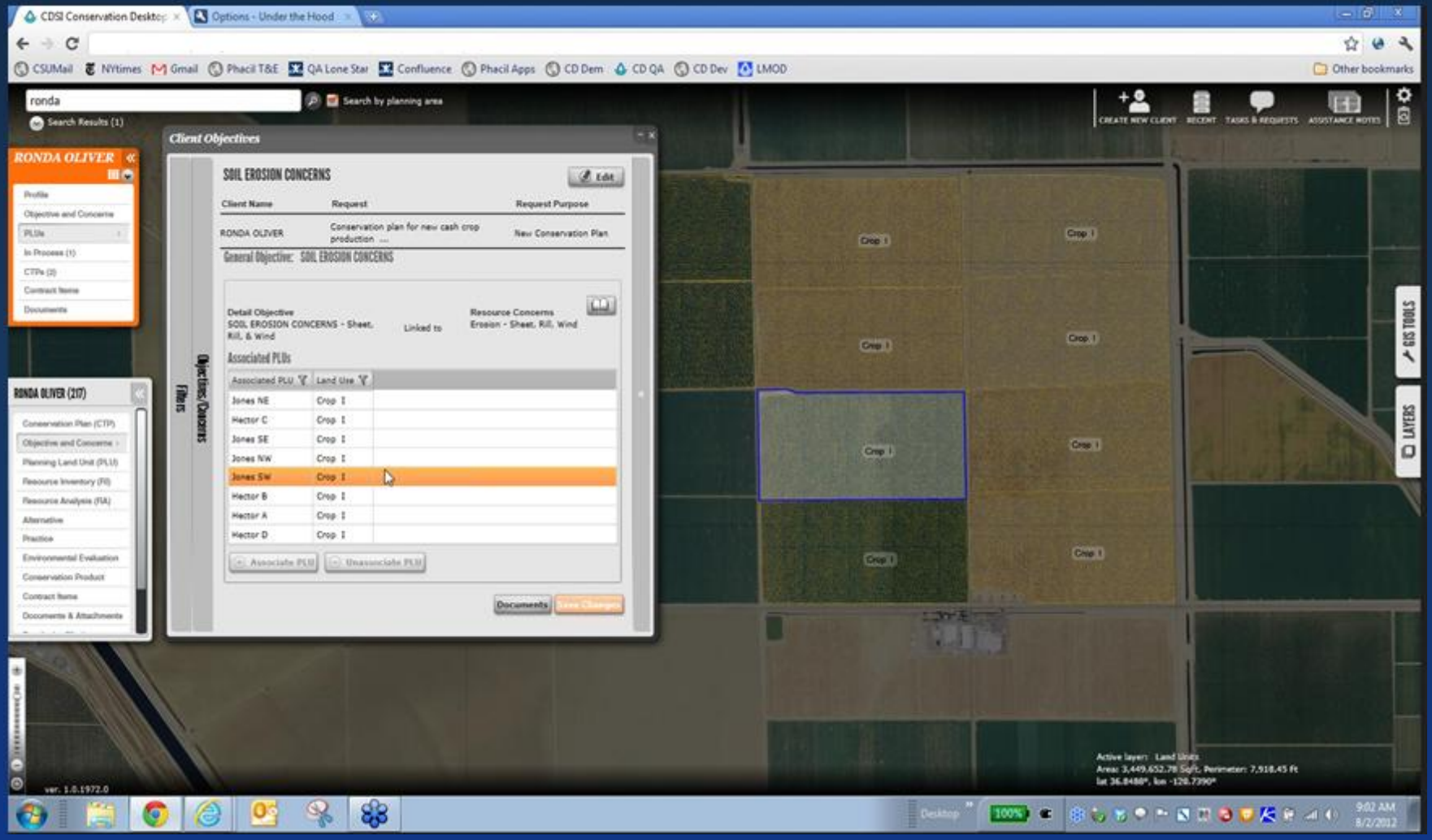
Document Management System (DMS)

- Concept
- Tested in CD-FA Support Pilot
- Enhanced based on pilot findings
- National deployment in August 2012 for FA documents (for optional use)
- Will be used by the Conservation Desktop for both FA and TA documents

Conservation Desktop



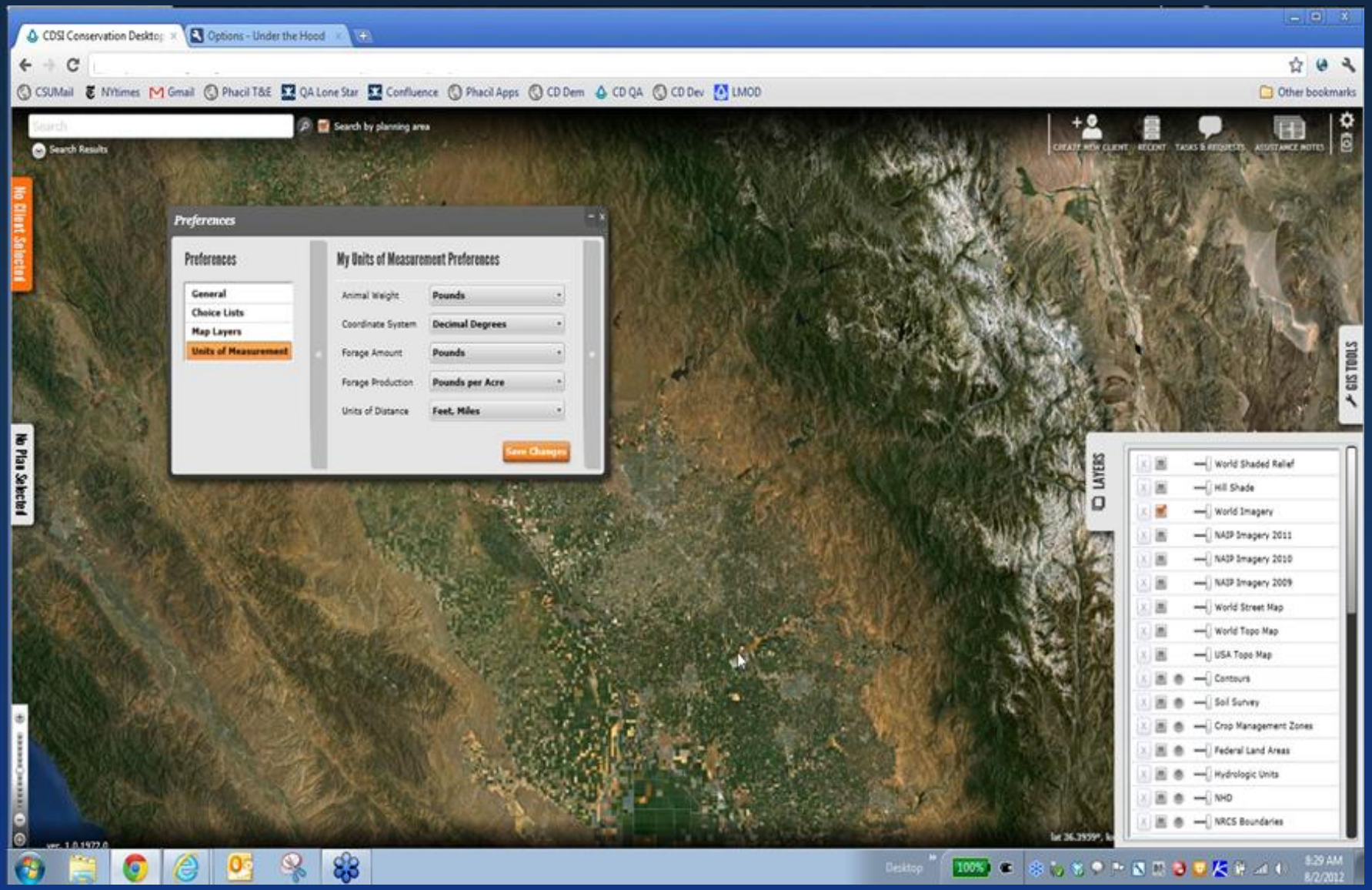
Conservation Desktop Features



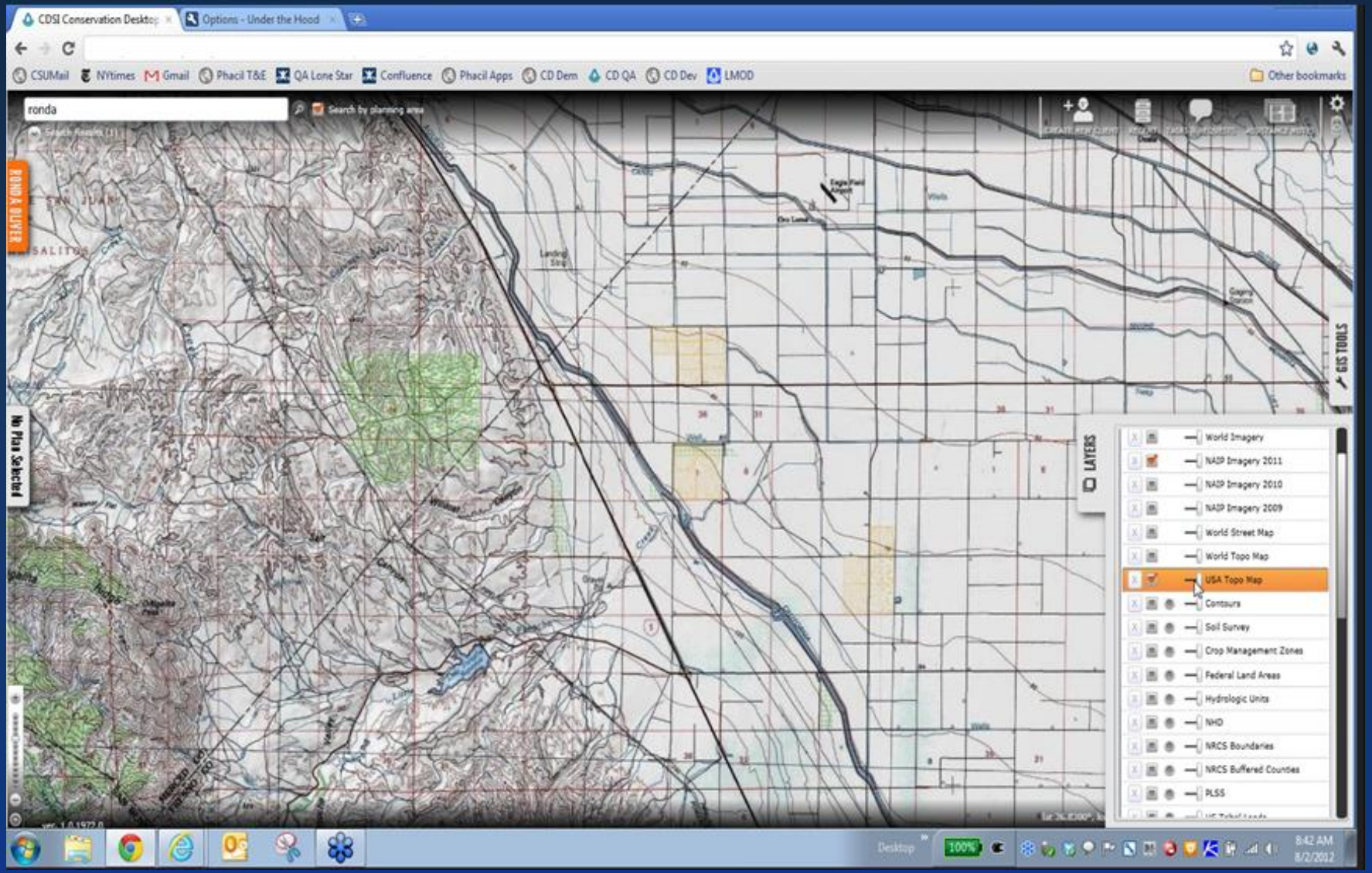
Conservation Delivery Streamlining Initiative

- Incorporates first 8 steps of the NRCS Conservation Planning Process
- Geospatial map driven process with enhanced geospatial layers and tools
- Client Objectives and Land Uses linked to the streamlined Resource Concerns list
- Designed to utilize NRCS Foundation Services
  - Task Management
  - Document Management
  - Activity History

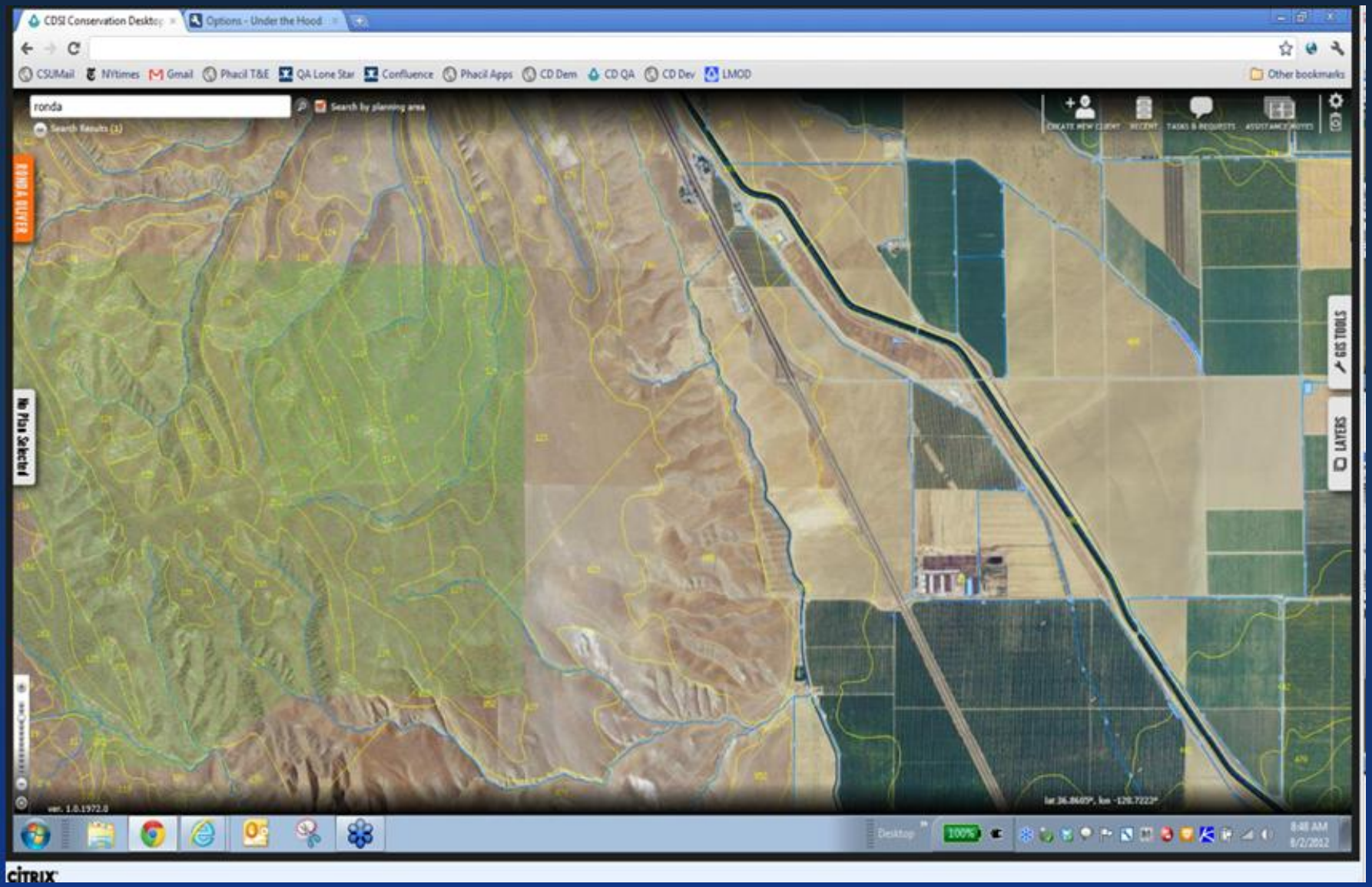
Conservation Delivery Streamlining Initiative



Conservation Delivery Streamlining Initiative

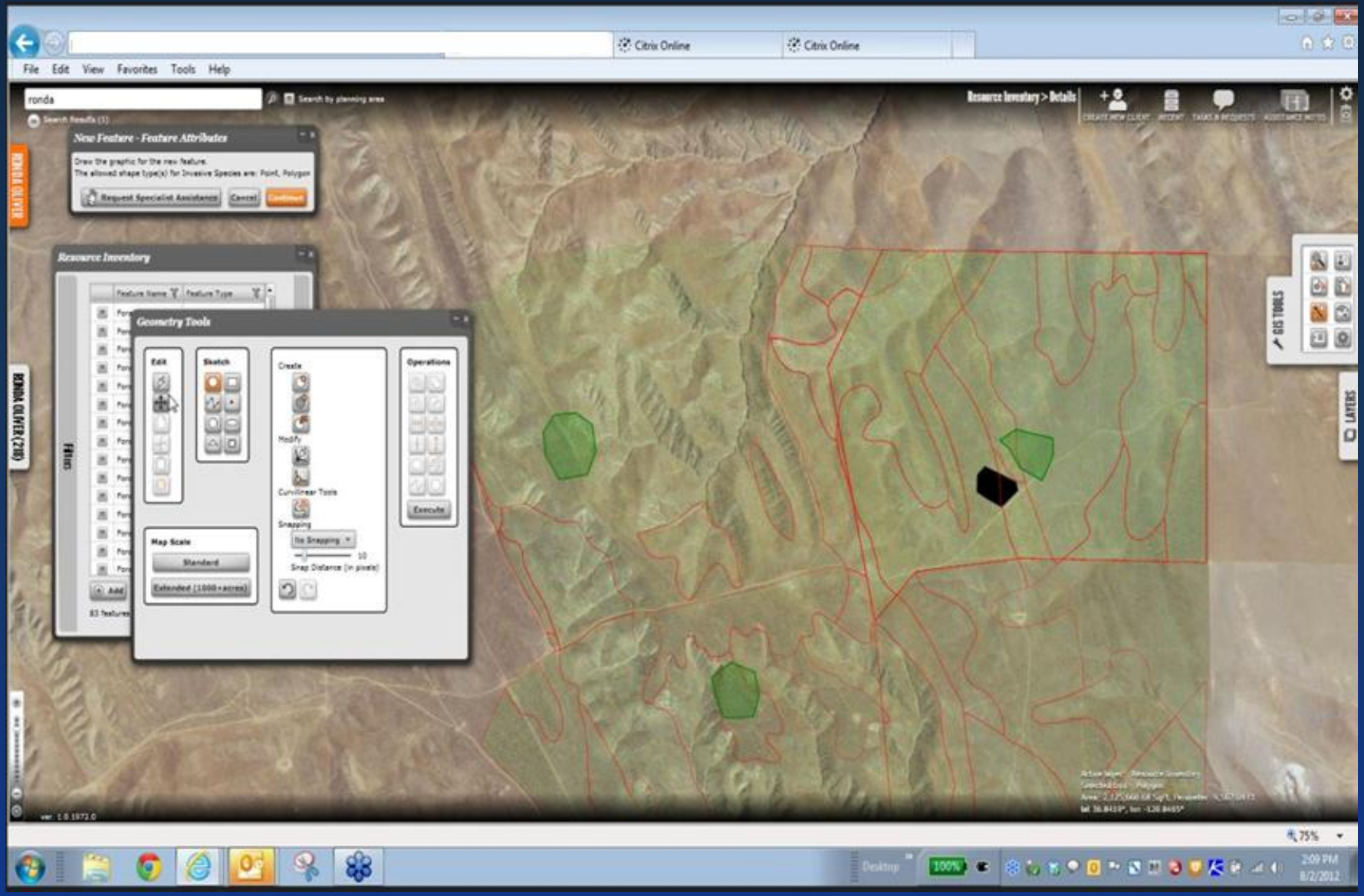


Conservation Delivery Streamlining Initiative

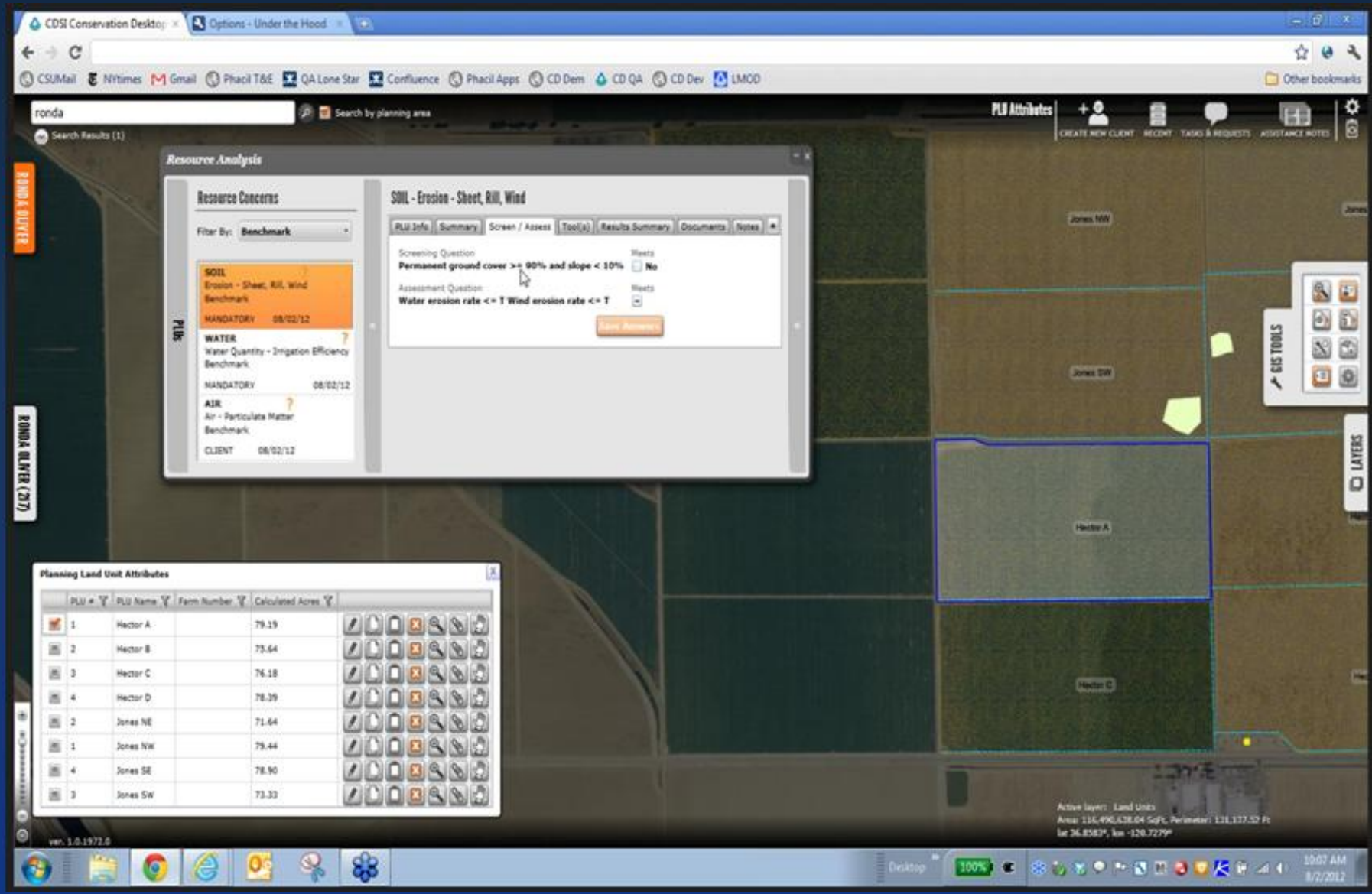


USDA NRCS

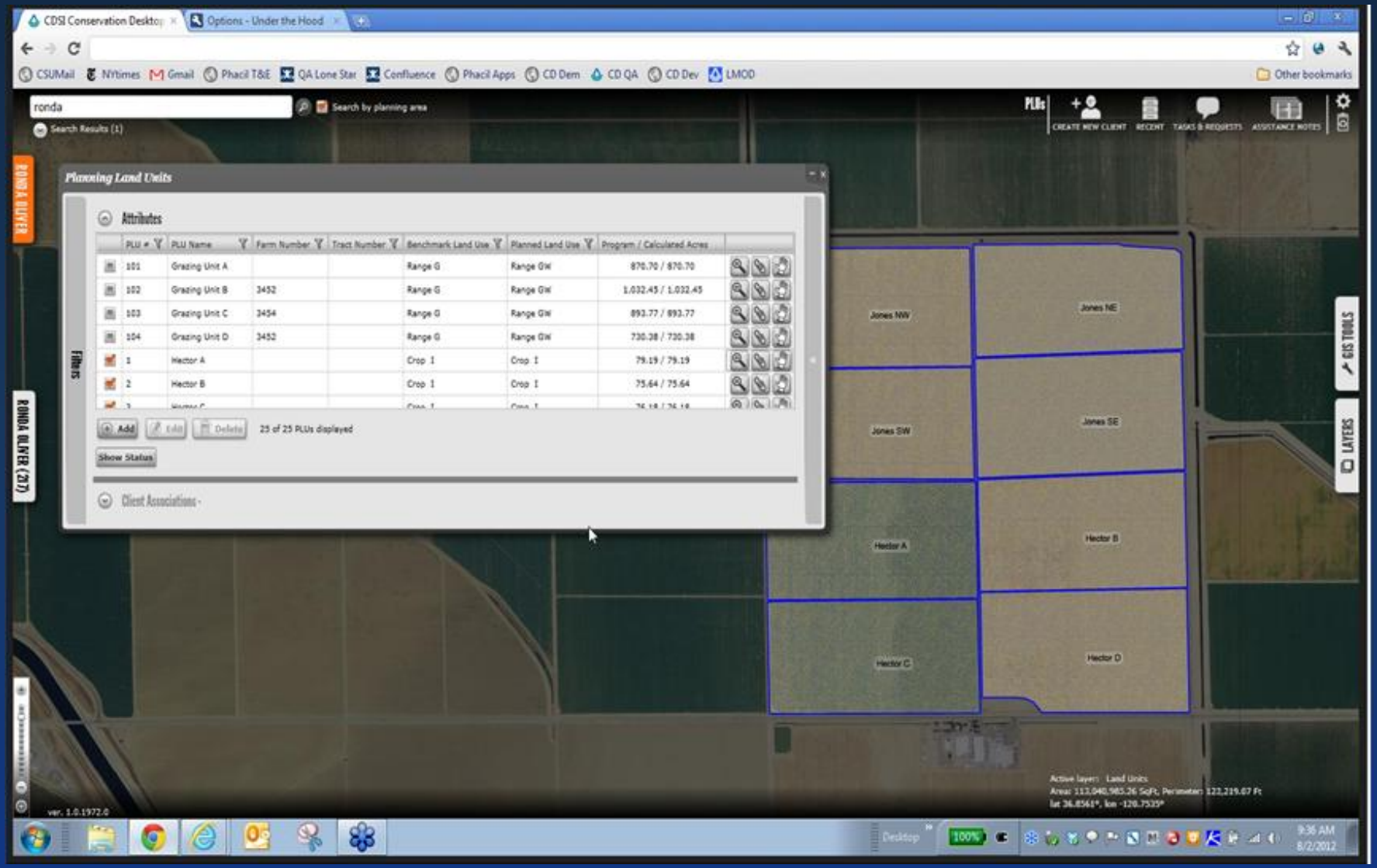
Conservation Delivery Streamlining Initiative



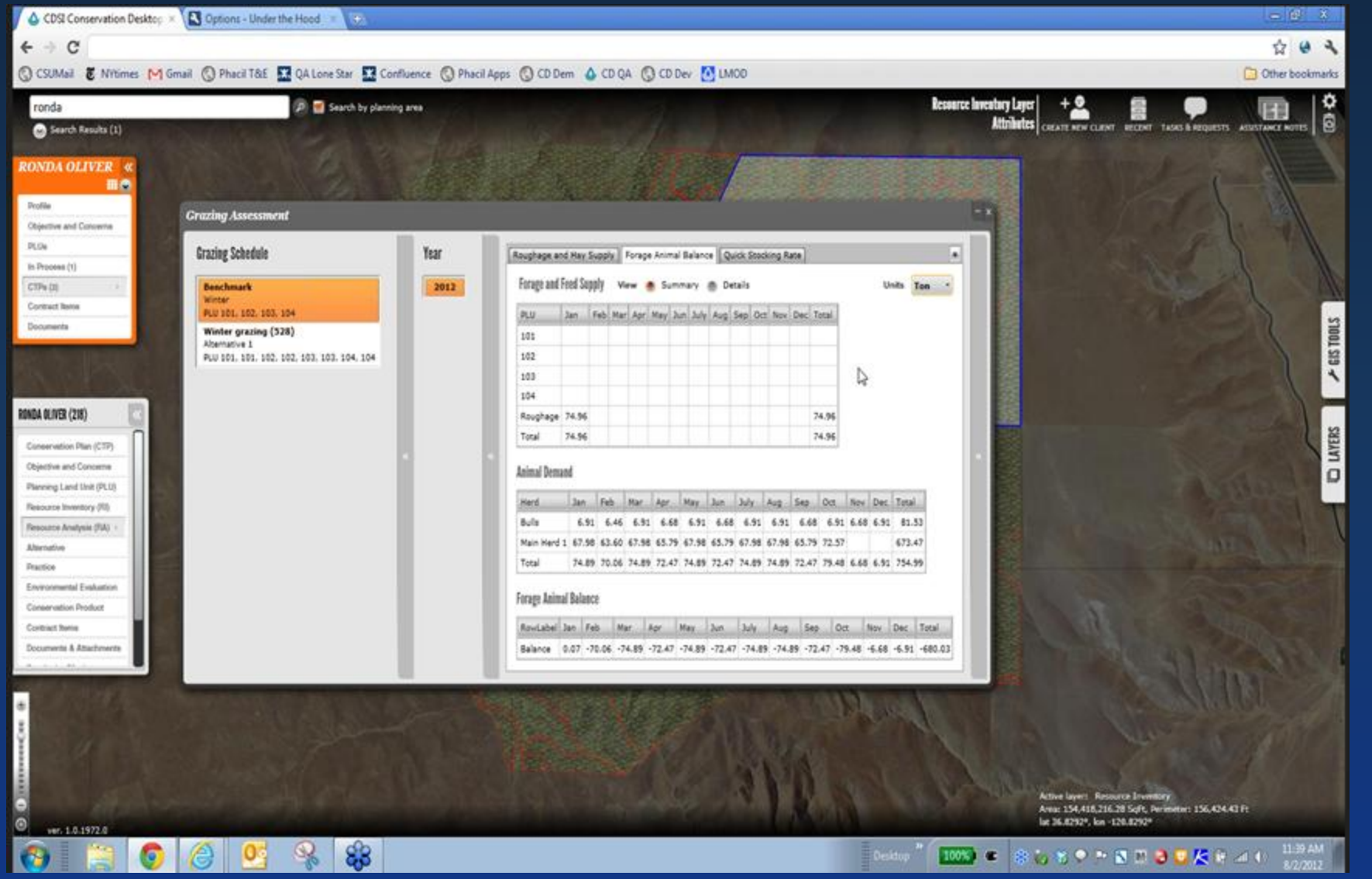
Conservation Delivery Streamlining Initiative



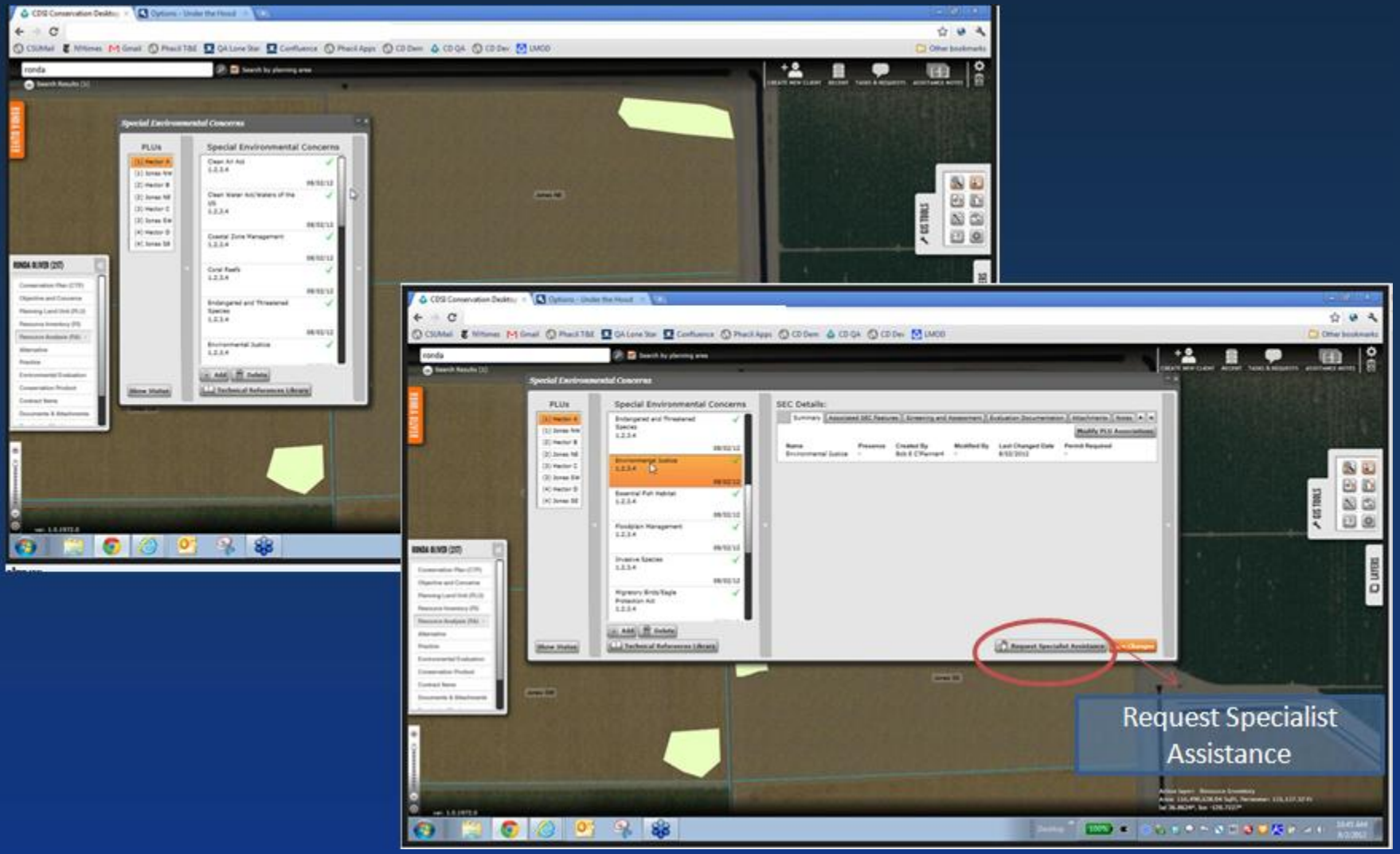
Conservation Delivery Streamlining Initiative



Conservation Delivery Streamlining Initiative



Conservation Desktop (CD) view: SEC Analysis



Conservation Desktop Release and Deployment

- CD release now moved from Oct 2012 to Feb 2013
- Phased deployment during 2013 with wide-scale pilots, but delay nationwide deployment until Oct 2013
- Rationale
  - ✓ seasonal workload timing (farm bill?)
  - ✓ program year timing
  - ✓ risk mitigation/further live testing & piloting
  - ✓ logical business sequence

Mobile Planner (MP)

- Mobile discovery project during 2012
- Contract for final architecture and design in 2012
- Development in 2013
- Release planned for mid/late(?) 2014

Questions?

For more information:
www.nrcs.usda.gov
search "CDSI"